Sl.No.	State	2000	2001	2002
8.	Haryana	43	22	40
9.	Karnataka	45	14	15
10.	Kerala	2	5	0
11.	Maharashtra	0	1	16
12.	Manipur	0	0	1
13.	Punjab	0	0	2
14.	Tamil Nadu	0	0	0
15.	Uttar Pradesh	253	199	133
16.	West Bengal	50	21	0
	GRAND TOTAL:	556	479	361

Non-availability of medicine at CGHS dispensaries

1543. SHRI GHULAM NABI AZAD:
SHRI VIJAY J. DARDA:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether Government are aware of the plethora of complaints from the CGHS beneficiaries, especially from Delhi, about non-availability of medicines at CGHS dispensaries as well as the empanelled chemists and authorized chemists supplying medicines of different brands than those prescribed by the CGHS doctors;

(b) if so, the steps taken to redress these grievances; and

(c) the steps taken to ensure adequate availability of prescribed medicines in the dispensaries and the authorized chemists supply only prescribed medicines?

THE MINISTER OF HEALTH AND FAMILY WELFARE (SHRIMATI SUSHMA SWARAJ): (a) to (c) CGHS Delhi caters to more than 19 lakhs beneficiaries. Adequate stocks of medicines are available in the dispensaries. The medicines not available in the

dispensaries, are procured through Authorized Local Chemists on the individual prescription of the beneficiaries. For urgently needed medicines authority slips are issued to the beneficiaries for procurement of the same immediately from the authorized local chemist. While grievances from some beneficiaries are received from time to time, efforts are always made for a quick redressal.

There are prescribed guideline, which prevent acceptance of substitute drugs other than the prescribed medicines. The concerned pharmacists in the dispensary checks the items supplied by the local chemist before accepting the same. The CMO In charge also makes random checks to find out any irregularity. Senior Officers from the Zones are also directed to carry out surprise inspections of the dispensaries and random checks. The Internal Audit Unit of CGHS Delhi frequently carries out inspection to check the medicines supplied by the Authorized local chemist, so that brands as prescribed are issued to the beneficiaries.

The CGHS has a 3-tier grievance redressal mechanism to deal with the grievances/complaints of the beneficiaries with the first at dispensary level and the second at the city level. The third, which functions at the All India level from the CGHS Headquarters includes representatives from the Department of Administrative Reforms and Public Grievances as also from the JCM.

Arrangements have been made to procure medicines through HSCC (a Government of India Undertaking) for CGHS Delhi and through MSO for other CGHS stations. The Generic drug formulary of GNCT has been adopted for procuring generic drugs and for Proprietary drugs a list has been prepared on the recommendations of the Experts on different fields.

Human Development Report

1544. SHRI PARMESHWAR KUMAR AGARWALLA:
SHRI R.P.GOENKA:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether Government are aware of observation made in the